



Your Leasehold Home and the WECH Community

Nuisance

Please consider your neighbours and try not to make too much noise. Do not play or allow to be played any radio, television, record or tape recording or musical instruments or use an electrical appliance so loudly that it causes a nuisance or annoyance to neighbours.

Disputes

There is a range of options if you are involved in disputes with your neighbours. Firstly, talk directly to your neighbours and express your concerns. You may find that they had no idea their behaviour was causing you distress. Or you may find that there is a perfectly reasonable explanation for what was initially thought to be an invasion of the peaceful enjoyment of your home.

Unfortunately, some disputes involve threats of violence and intimidation, in which case approaching your neighbour is not advisable. In these rare incidences you should contact the police at the earliest opportunity. If you are affected by severe noise, you can also contact Westminster City Council who operate a 24-hour Noise Nuisance service.

The range of options available to WECH when dealing with disputes involving leaseholders is more limited than those involving tenants. As with tenants, we will generally not interfere in personal disputes between residents and their neighbours. However, where a problem amounts to a real nuisance, such as excessive noise or harassment, action can include mediation, injunction proceedings and possibly action for breach of covenant. Please contact your Housing Officer for further information.

As a resident you also have the right to take your own legal action against a neighbour who is causing a nuisance.

Harassment

Harassment is violence which may be verbal or physical and which includes attacks on property as well as on the person. Examples of harassment are:

- Physical assault
- Damage to property, breaking windows & doors, setting fires, vandalising cars
- Racist graffiti, writing slogans/graffiti of a racial nature within or near the victim's home
- Arson or attempted arson, paper, rubbish or other material that has been set alight and pushed into the victim's home
- Threatening or abusive behaviour, letters or telephone calls, the dumping of rubbish in the victim's home

Domestic Violence

It is important to get professional advice urgently if a member of your family has been violent or you have had to leave your home because of violence. You can speak to your Housing Worker or any office member you prefer, in confidence about our policy on Domestic Violence.

Relationship Breakdown

People who live together may break up and no longer want to share their home. If you are thinking of moving out of your home following a relationship breakdown, make sure you understand the implications of what you are doing. Get advice from a Citizen Advice Bureau, Law Centre or Housing Advice Centre.

Rubbish

You can find out about standards for refuse collection from Westminster City Council. The set time for rubbish collection in your area is every Tuesday and Friday morning. It is helpful for the refuse collectors if you put your refuse in a black bin sack. Westminster City Council provides the service for collection of large items.

Pets

Before keeping a dog or any animal, you first need to obtain our written consent. You must keep under control any animals kept at the premises so that they do not cause any disturbance or problems for your neighbours.

Pigeons

Please do not feed the pigeons as they are the transmitters of several very nasty diseases. If you would like to report pigeon problems, you can contact Westminster Environmental hot line.

Anti-Social behaviour

WECH is committed to reducing Anti-Social Behaviour in and around our neighbourhood. Therefore, please consider your neighbours and try to keep a nice and pleasant environment in our community.

For more information, please see our Anti-Social Behaviour guide and policy, which can be found on the website or at the WECH office.